



## Notice of Motion

### Retirement of Legacy Fare Media

**Moved by: Chair Jamaal Myers**

**Seconded by: Commissioner Chris Moise**

#### Recommendation

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1. That the TTC defer the stop acceptance of TTC tickets, tokens and day passes.
2. That TTC staff prepare a communications plan to inform customers about the retirement of legacy fare media and report back with the plan to the January 27, 2025 TTC Board meeting.
3. TTC staff to continue closure of crash gates as directed.

#### Summary

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The TTC stopped selling legacy TTC tickets, tokens, and remaining TTC Passes (day and GTA weekly) in a phased approach, starting with all subway stations on November 30, 2019, and concluding with all third-party network locations on March 24, 2023. In February 2023, the TTC Board received and endorsed the plan to no longer accept TTC tickets and tokens. It was highlighted that the number of TTC tickets and token held by customers was declining, and as a result, TTC legacy tickets would no longer be accepted as valid fare payment after September 4, 2023, and tokens at a later date. For various reasons, the TTC did not proceed with the stop acceptance date of September 4, 2023, for TTC tickets and continues to accept TTC tickets, tokens and day passes today.

Retirement of legacy fare media forms (TTC tickets, tokens and passes) is supported by:

- Lines 5 and 6 – both are reliant on fare payment before boarding and have limited TTC ticket, token and day pass acceptance capabilities.
- The 2012 PRESTO Agreement requirements.
- The Auditor General's 2019 Recommendations on Fare Compliance, which recommended that the TTC develop strategies to reduce fare evasion rates.

At the July TTC Board meeting, TTC Commissioners voted to ask staff to report back to the September TTC Board meeting with an action plan to by the end of 2024 phase out legacy fare media on all modes by December 31, 2024. At the September TTC Board meeting, TTC staff explained that as part of their action plan around fare compliance that the phasing out of legacy fare media would be widely communicated to customers well in advance.

**Date:** November 24, 2024